



Shipping policy

- At the time of ordering the goods in the Store, the Buyer may choose one of the following methods of delivery of the Goods:

1.Courier service – when the Goods are delivered to the Buyer by the chosen courier service for an additional delivery fee specified in advance in the Store.

2.Mailmath – when the Goods are delivered to the post office chosen by the Buyer for an additional delivery fee specified in advance in the Store.

3.Registered mail – when the Goods are delivered to the Buyer by registered mail in accordance with the Rules of Lithuanian Post for an additional delivery fee specified in advance in the Store.

- The Buyer may choose one of the following payment methods at the time of ordering the goods in the Store:

1.Paysera – prepayment for the Goods, when the Buyer transfers money to the Store's settlement account in the Store after confirming the order (Contract) and using the chosen electronic banking (payment) system. Responsibility for the money transfer and the security of the information provided by the Buyer in the event of such settlement lies with the administrator of the selected electronic banking (payment) system.

2.Bank transfer – prepayment for the Goods, when the Buyer transfers money to the Store's settlement account by bank transfer after confirming the order (Contract) in the Store. Responsibility for the money transfer and the security of the information provided by the Buyer in case of such payment lies with the selected bank.

- Regardless of the chosen method of delivery of the Goods, the Buyer undertakes to provide accurate data of the Person and delivery address, as well as to provide all additional information necessary for accurate delivery (for example, the name of the shopping or business center, the building body, floor, apartment or cabinet number, stairwell code, etc.)



- When withdrawing the Goods from the courier, the Buyer undertakes to check the condition of the shipment of the Goods and sign the transfer-acceptance document of the shipment, and if he notices a violation of the package or non-conformity of the package, immediately inform the courier, request an act of damage to the package, make photos of the damaged package or goods and send them to the Seller by e-mail info@infrav.shop. After the ordered Goods have been withdrawn from the courier and signed in the shipment document without comments, the parcel is considered to have been delivered in an orderly way. If the Buyer does not perform these actions, the Seller does not accept liability for damage to the Goods (if the basis for the occurrence of such violations is not a factory defect) and discrepancies in the set-up of goods (if these discrepancies can be established during the external inspection of the goods).

- The Buyer undertakes to accept or collect the Goods himself. In the event that the Buyer is unable to accept the Goods himself, and the delivery documents confirm that the Goods have been delivered to the Delivery Address indicated by the Buyer, the Buyer shall not be entitled to make claims to the Seller regarding the delivery of the Goods to the wrong recipient.

- The Seller undertakes to try to comply with the delivery terms specified in the Goods information, and if he is unable to do so, undertakes to immediately contact the Buyer and agree other conditions for delivery of the Goods or termination of the Contract.

- The Buyer is informed in advance and agrees that:

- in certain cases (for example, when the balance of the Goods in the warehouse is small and several buyers order the same Item at the same time or the Item has been sold out pending a prepayment confirmation from the bank or payment system), the delivery deadline indicated in the Goods information may change;

- In exceptional cases, delivery of the Goods may be delayed due to unforeseen circumstances not directly independent of the Seller (for example, when the Goods are ordered before the period of significant holidays, due to road congestion, bad weather, etc.).

- The delivery deadline starts to run: when you receive an e-mail from us that the order has been confirmed.



- The goods are delivered to the Buyer only on weekdays and hours. Holidays and holidays are not included in the Delivery Deadline.
- If at the time of purchase the goods were ordered, which are sewn individually according to the buyer, the seller undertakes to deliver them within 60 working days from the confirmation of the order.
- If the goods are already in stock, they shall be delivered within 10 working days.
- When several Goods with different Delivery Terms are ordered, the latest delivery period of the Goods shall apply to the entire shipment of the ordered Goods, unless the Buyer and the Seller agree otherwise.
- The Seller is in all cases exempted from liability for violation of delivery terms if the Goods were not delivered to the Buyer or delivered later due to the Buyer's own fault or due to circumstances not directly attributable to the Seller (Force majeure).

Quality and guarantees

1. The Buyer shall be informed in advance and agree that:

- due to the characteristics of the device (computer, phone) and its software (browser) used by the Buyer, the colors, shapes, sizes or other parameters depicted in the photos of the Goods may not correspond to the actual colors, shapes, sizes or other parameters;
- In some cases (e.g. when the manufacturer changes/updates the product model), the information in the store's product descriptions may be inaccurate or incomplete.

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